

From: [Brown, Katie](#)
To: [Stark, David](#); [Valli Finney](#); [Bateman, Andrew](#); [Mustian, Ben](#); [Grube-Lybarker, Carri](#); [Hall, Roger](#); [Samuel Wellborn](#); [Jacqueline Wilson](#); [PSC Contact](#)
Cc: [Robinson, Camal O.](#); [McNeely, Lyndsay](#); [Walton, Kimberly](#)
Subject: RE: [External] Re: FILED: Duke Energy Progress, LLC's Letter Requesting Hearing Officer Directive - PSCSC Docket 2021-363-E
Date: Tuesday, March 8, 2022 4:32:43 PM

Good afternoon, David:

Thank you for your question. The Company has reviewed the account's history and determined that it has not been disconnected for non-payment since it became active in June 2019. An outage did occur that affected the address on January 16, 2022, and service was out from 8:31 am - 10:02 am.

The account's service has not been terminated during the time the Complaints have been pending before the Commission.

If you have any further questions, please feel free to reach out to me.

Thank you,

Katie Brown

Katie M. Brown

Counsel

Duke Energy

C: 864.590.7407

From: Stark, David <david.stark@psc.sc.gov>

Sent: Tuesday, March 8, 2022 9:13 AM

To: Valli Finney <vallimfinney@yahoo.com>; Bateman, Andrew <abateman@ors.sc.gov>; Mustian, Ben <BMustian@ors.sc.gov>; Grube-Lybarker, Carri <clybarker@scconsumer.gov>; Hall, Roger <RHall@scconsumer.gov>; Wellborn, Sam <Sam.Wellborn@duke-energy.com>; Wilson, Jacqueline <Jacqueline.Wilson@duke-energy.com>; PSC_Contact <Contact@psc.sc.gov>

Cc: Brown, Katie <Katie.Brown2@duke-energy.com>; Robinson, Camal O. <Camal.Robinson@duke-energy.com>; McNeely, Lyndsay <Lyndsay.McNeely@duke-energy.com>; Walton, Kimberly <Kimberly.Walton@duke-energy.com>

Subject: RE: [External] Re: FILED: Duke Energy Progress, LLC's Letter Requesting Hearing Officer Directive - PSCSC Docket 2021-363-E

***** CAUTION! EXTERNAL SENDER *** STOP. ASSESS. VERIFY!!** Were you expecting this email? Are grammar and spelling correct? Does the content make sense? Can you verify the sender? If suspicious report it, then do not click links, open attachments or enter your ID or password.

Ms. Finney and all other Parties:

In the communication below, Ms. Finney says: "By them cutting us off, I had to find a way to pay

more that one month, which strapped me financially, since I can no longer work.”

By this statement, am I to understand that Ms. Finney had service terminated during the time her Complaint was (and is) pending before the Commission? I am merely seeking clarification on this point; I would assume that this is referencing the matter at the center of the Complaint – not a termination of service.

Nevertheless, if I could get clarification on this, I would appreciate it.

-David Stark

From: Valli Finney <vallimfinney@yahoo.com>

Sent: Monday, March 7, 2022 4:37 PM

To: Bateman, Andrew <abateman@ors.sc.gov>; Mustian, Ben <bmustian@ors.sc.gov>; Grube-Lybarker, Carri <clybarker@scconsumer.gov>; Hall, Roger <rhall@scconsumer.gov>; Samuel Wellborn <sam.wellborn@duke-energy.com>; Stark, David <david.stark@psc.sc.gov>; Jacqueline Wilson <Jacqueline.Wilson@duke-energy.com>

Cc: Katie Brown <katie.brown2@duke-energy.com>; Robinson, Camal O. <camal.robinson@duke-energy.com>; McNeely, Lyndsay <lyndsay.mcneely@duke-energy.com>; Walton, Kimberly <kimberly.walton@duke-energy.com>

Subject: [External] Re: FILED: Duke Energy Progress, LLC's Letter Requesting Hearing Officer Directive - PSCSC Docket 2021-363-E

Interesting in that I seldom check my email and Duke keeps stating they have sent all this stuff to me via mail, too, which I haven't received but a couple of things from them. By them cutting us off, I had to find a way to pay more that one month, which strapped me financially, since I can no longer work. Had they done it properly, I wouldn't have had any issues with them

On Monday, March 7, 2022, 04:31:42 PM EST, Wilson, Jacqueline <jacqueline.wilson@duke-energy.com> wrote:

All,

Attached please find Duke Energy Progress, LLC's Letter Requesting Hearing Officer Directive, which was filed today with the PSCSC in Docket No. 2021-363-E (*Valli Finney, Complainant/Petitioner v. Duke Energy Progress, LLC, Defendant/Respondent*).

Thanks.

Jackie Wilson

Jacqueline Wilson, CP

Senior Legal Administrative Assistant to Camal O. Robinson, Sam Wellborn, and Katie Brown

Duke Energy Corporation | 40 W Broad Street | Mail Code DSC | Greenville, SC 29601

O: 864-370-5046 | Jacqueline.Wilson@duke-energy.com



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E-Filing Status Notification

Status: Received

An E-Filing submitted on 3/7/2022 at 4:26 PM has been received. You will receive another status update when it has been reviewed.

Summary of E-Filing

E-Filing Detail	
Confirmation Number:	32725
Received:	3/7/2022 at 4:26 PM
Docket Num:	2021-363-E
Summary:	Duke Energy Progress, LLC's Letter Requesting Hearing Officer Directive
Contact Name/Organization:	Jacqueline Wilson / Duke Energy Progress, LLC
Contact Email:	jacqueline.wilson@duke-energy.com
On Behalf Of:	Katie M. Brown
Uploaded File(s):	DEP Letter Requesting Hearing Officer Directive.pdf

The Public Service Commission of South Carolina